

'Pace' means Pace Appointments (VIC) Pty Ltd.

Scope

This policy applies to all direct employees, on-hire employees and contractors whilst at any workplace of Pace and any other place where the employee performs work for Pace.

Objective

Pace takes the management of quality seriously. Pace directors, management team and employees are committed to maintain and seek to continually improve upon the standards, effectiveness and quality of our management systems.

Pace is committed to continuous improvement and have established a quality management system which provides a framework for measuring and improving our performance. Pace has systems and procedures in place to support us in our aim of client and candidate satisfaction and continuous improvement throughout our business.

Pace's objective which underpins our quality management system is our focus of working in partnership with candidates, clients and contractors to ensure their needs are understood so that the right quality service and support is provided.

Our commitment

Pace has the following systems and procedures in place to support us in our aim of candidate and client satisfaction.

- Actively seeking client and candidate feedback to use as a format for continual improvement and assessment. Feedback is reviewed and acted upon to ensure ever growing quality within the business.
- The training and development of employees to ensure that they are capable of undertaking the work required to achieve the highest level of client and candidate satisfaction in accordance with Pace's WHS, environmental and quality standards. To continually improve skills, knowledge and job competency.

- Regular audits of our internal processes and system to ensure compliance at all levels which covers vetting of candidates including work rights, references, qualifications and membership of relevant professional bodies.
- Secured Signing online digital platform and FastTrack database for client and candidate documentation management.
- Management of key performance indicators.
- Communication of Pace's quality management system and quality objectives to all employees.
- Ongoing monitoring to ensure the highest standard of data protection is upheld.
- Compliance with statutory and contractual obligations, standards, specifications and codes of practice relevant to quality management and the recruitment industry through corporate membership of professional bodies including RCSA and Risk Collective.

Continual improvement

Pace is committed to the continuous improvement of the quality management system as such, the quality policy and management system are reviewed and updated regularly to take into account changing circumstances and client / candidate requirements.

It is a prime responsibility of directors, management and employees to ensure that all aspects of the quality system are understood, implemented and maintained at all times.